

Persons Points of View

WINTER 2017-2018

DWMHA
DANA LASENBY, INTERIM CEO



Appreciate the Good in Life by Michael Shaw

Consumer Driven Newsletter

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In a world full of bad news, it is often difficult to appreciate the good things in life. In spite of what one may see every day on TV, read in the newspapers, hear on the radio, etc., there are good things happening in the world today. People are celebrating the birth of children. Young adults are going off to college, studying subjects that will allow them to pursue careers and take care of their future families. People of all nationalities, ages, and socio-economic backgrounds are falling in love. Yes, bad things are happening. Good things are happening too. In this new year, maybe one of your resolutions might be

to make time to appreciate the good things in life. Consider doing something you have always wanted to do, but for some reason never devoted time to pursue. Appreciating the good things in life could be as simple as going out to dinner, going to the movies, setting back and enjoying a live concert, or going to a local museum. Pampering yourself doesn't have to cost a lot of money. It can be as simple as taking a walk on a sunny day, going to the park or the beach, or meeting a friend. Talking on the phone to someone whom you haven't spoken to in years can be a special treat. Although one cannot stick one's head in the sand and

pretend things are not happening, limiting your daily consumption of news might be a good thing. You don't have to listen to the news every day. Keeping abreast of local and world events doesn't have to include watching talk shows or listening to the commentaries, opinions, and predictions of local, national, and international hosts. The experts don't know everything. They might be wrong. Even if one of them is right about something, you may have limited or no ability to control or influence the situation to which they are referring. Be able to accept the things you can't change and focus on the things you can.

NAMI Metro-Detroit

NAMI Metro Detroit Support Group meets the 2nd Saturday of every month. New location: Sacred Heart Activities Building, 3451 Rivard,

Detroit, MI 48207 (Eastern Market District I-75 & Mack), 12:30-3:00 pm: Zoe Williams, Chairperson, [313-784-9391](tel:313-784-9391)



DWMHA BOARD OF DIRECTORS

Dr. Herbert C. Smitherman Jr., MD, -Chairperson, Dr. Cheryl Munday-Vice-Chairperson, Bernard Parker-Treasurer, Dr. Cynthia Taueg-Secretary, Marsha Bianconi, Dorothy Burrell, Timothy Killen, Kevin McNamara, Constance Rowley, Terence Thomas, Dr. Iris Taylor, Heather Underwood

myStrength Gaining Strength in the Community by Gail Parker

Many of us rely on computers daily to help us stay well. But not everyone has regular access to a computer, which can make them think that the online tool, myStrength, is not for them. myStrength is the free wellness and mental health support tool available through DWMHA.

The good news is that you don't need to own a computer to use myStrength. Many public libraries and Drop-In Centers have computers people can use. See the DWMHA Provider Directory at dwmha.com for Drop-In Center

locations. There's even a mobile app for myStrength, so it's available on a smartphone.

Key people, like Sitara Govender, AmeriCorps VISTA Volunteer Coordinator at the Northeast Guidance Center, have been trained to help guide members, family and the public in how to sign up for myStrength.

"It's a great initiative that we are happy to help with," she says. Sitara now shares her training with Northeast Guidance Center's patient advocate volunteers like Madeleine Boudreau pictured above and other patient advocate volunteers so they can,

in turn, help more members use the myStrength Wellness Self-Management Tool.

Even without a computer, many of the tools, like activity packets or videos, can be shared when people are in-session. With a personal log-in, the client can see their progress each time they come to the center and access their account. Doing the activities and viewing the videos together with their clinician or case manager can even enhance the sense of community and encourage people to log on more often.

Not signed up for the free myStrength app; go to <http://bit.ly/2qNUNga>.

Attention Writers!

We're looking for writers! The Persons Points of View newsletter is a "Consumer Driven" periodical, published quarterly (four times a year). We are seeking anyone who would like to write something (articles, poetry, short stories under 750 words, information about upcoming events, etc.) for future editions of the newsletter. We are particularly interested in written material submitted by "Consumers" and/or of interested to the Mentally Challenged, Developmentally Disabled, and Substance Use (in recovery) populations in Wayne County. If you would like to submit something, please forward it via email to mshaw1@dwmha.com or via post to Michael Shaw, DWMHA, Customer Service Department, 1st Floor, 707 W Milwaukee (Stevie Wonder Ave), Detroit, MI 48202. We hope to hear from you soon!

"Saying No!" By Michael Shaw

Have you ever needed to say "No" to someone and found it difficult? Most, of us have had this experience. It can be one of the most challenging, yet important things we need to do on a regular basis. It is a necessary part of being assertive, standing up for yourself, your rights, setting limits, and letting others know what you want and don't want. Nevertheless, it can be difficult to do, particularly if you were raised in an environment that didn't respect your rights to make choices for yourself. Those who have been in mental hospitals, group homes, etc., may have been treated at best, in a condescending, paternalistic manner, in which others (psychiatrists, nurses, social workers, homecare employees) may have felt that the persons they were supposed

to serve didn't have the right or the capacity to make their own choices. Coupled with abuse that many have experienced growing up in intolerant environments, can condition one to be passive and non-assertive. Although I have referenced situations common to the mentally challenged, developmentally challenged, and substance use populations, being conditioned to be non-assertive is a common trait shared by many individuals, even those without a history of being "Consumers" within the so-called system.

So how can one begin to make changes and start to say "No!" There are many different approaches that can be taken. One approach is to attend assertiveness training courses. Yes, such courses exist! You can go to your local library or ask at places you may be receiving mental health services where to go

to receive assertiveness training. There are books written about assertiveness training. Again, ask at your local library, bookstore, or check on-line. Another approach is to just start doing it! If you are currently afraid to say "no" you might want to start off small by saying "no" to simple requests. Test the waters! When you are asked if you want to eat or drink something you really don't want, say "no, thank you!" Then start saying "no" to more important requests. You may not want to loan someone money. You may not want to go out with someone who asks. You may not want to work overtime. There are many things you may not want to do. Although it may be difficult to say "no" to others, it is often easier and better for you in the long run to experience the brief discomfort of saying "no" than to do something that you really don't want to do!

Customer Service Celebrating the Season by Steve Kuhlman

The Authority's Customer Service unit celebrated the start of the holiday season by ushering in their 'Adopt a Family' fundraiser. On a suggestion from "A Place of Our Own Clubhouse," Customer Service contacted the mother of 8, who was delighted to be chosen as the year's adopted family. There were 8 kids ranging between 1 ½ and 17, with a wide variety of Christmas wishes. On Friday, De-

cember 15th, the family's mom arrived at the Authority Customer Service office and was overwhelmed by at least two presents for each child and gift cards from Speedway, Target and Meijer. Since she is working as a manager-in-training at a restaurant in Detroit, the mother was very pleased with the generous offering and was looking forward to a Christmas season to remember.



Recognition Corner

Detroit Wayne Mental Health Authority is pleased to announce our new Peer Specialists who have completed the extensive training and achieved their state certification. The following peer professionals are now a part of Detroit Wayne's Certified Peer Support Specialist family: Geneece Belk, Saundra Bennett, Chepri Boyd, Ronald Gervin, Darrell Gibbs, Stephanie Thomas, Team Wellness, Artaymis Carter, Lincoln Behavioral Services, and Deborah Scott, New Center Community Health Services. A graduation ceremony will take place at Lansing Community College-West Campus this spring to celebrate their accomplishments

Mary Ann Bozenski received an Honorable Mention for her poem, "Prayers," entered in the Spiritual Category of the Poetry Society of Michigan 2017 Poetry Contest. She received a certificate and this poem was published in the Peninsula Poets Contest Edition of the Poetry Society of Michigan, Fall Issue 2017.

"SAYING "KNOW" TO HUMAN TRAFFICKING

- Since 2010, by Presidential Proclamation, each January has been designated National Slavery & Human Trafficking Prevention Month.
- Human Trafficking is modern day slavery, exploiting people through force, fraud and coercion.
- Trafficking is happening everywhere, including the U.S., and can include sex selling, forced labor and domestic servitude.
- Victims can be citizens of any nationality, age, social status or gender.
- Last year, just in Michigan, there were 136 reported cases of human trafficking.
- To report suspected Human Trafficking, call 1-866-347-2423. All calls are confidential and are answered 24 hours a day, 7 days a week.



Ask the Doctor

Season's Greetings and Grievings - Holiday Depression

Jean Alc , MD

If you're reading this and you observed the holiday season, having enjoyed and survived the festive first round: Thanksgiving and rounds two and three, Christmas and New Years. Although this wonderful time of year is filled with cheer and good will to all men, it may have been overwhelming for some.

Alongside the family traditions, holiday retail sales, community events and gatherings, many individuals experience pressures of meeting expectations, financial frustration, loneliness and memories of loss. These stressors can trigger symptoms like hostile or irritable mood, hopelessness, restlessness, inability to sleep, poor appetite, decreased motivation and guilt.

Other triggers, in addition to the above stressors include environmental factors, such as decreased sun light, shorter days and colder weather with can decrease physical activity. The combination of these factors and symptoms occurring during the cold holiday period suggests "depression," generally known as Seasonal Affective Disorder (SAD). The National Institute of Mental Health classified SAD as a unique, independent condition occurring during the winter months. This classification was rescinded in 2016 after research conducted by the U.S. Center for Disease Control showed no proven link connecting depression to the cold holiday months.

There are many outside factors that can aggravate our moods during the holidays. The media portraying picture-perfect images from movies to magazines and retail outlets pushing flashy new merchandise with "amazing" sale prices from television, radio and online advertising. With increased social and financial pressures during the holidays, people are susceptible to personal pain including the feeling of loneliness and loss. The heavy focus on companionship and family during holidays, compound the negative thoughts and feelings of those without either. In the hustle and bustle of the holiday season, whether visiting families and attending parties to shopping for gifts or cooking dinner, it is always important to remember and look after yourself. If you're feeling overwhelmed, take some time out and give yourself the gift of self-care.

Here are some keys to contentment during any holiday season (or any time of year):

Know you're not alone – There are so many people who have the same challenges you may experience. Knowing this simple fact could help eliminate the feelings of loneliness and isolation.

Get Social – Reach out to support friends and family, attend gatherings with groups you feel most comfortable with.

Manage your Sleeping Patterns – Get sufficient sleep, but don't oversleep. Your moods and energy levels are closely tied to the amount of rest you give your body and mind.

Eat Healthier – Sweets are bountiful during the holiday season, but be careful as our eating habits dictate our energy level which have a strong influence on our moods

Get and Stay Active – Be active or exercise for at least 15 minutes a day

Stay Within Your Means – Do your best to budget and avoid overspending as it can cause further distress and trouble down the road.

Volunteer – helping others can help you feel better

Seek Help. Contact DWMHA – if you, or someone you know is feeling overwhelmed, dealing with SAD, or is struggling with addiction, please contact us at our **24-hour helpline at 800-241-4949**.

DWMHA offers a new web-based, self-help tool, myStrength, to help you stay mentally strong. Visit www.dwmha.com and click the myStrength logo to learn more.

Quality Improvement Unit

Happenings

The Quality Improvement Unit is preparing to host MDHHS in the Spring of 2018 for the semiannual review of Waiver and Substance Use services. The review of waiver services includes the following programs: Habilitative Supports Waiver, Children's Waiver, and Children with Serious Emotional Disturbances Waiver.

This review supports DWMHA's ongoing commitment to our members and the Detroit Wayne County community for continuous quality improvement in the access and delivery of behavioral health and substance use services.

An exciting portion of the review includes interviews with beneficiaries and their family / support systems conducted by the MDHHS review team. In line with the QI unit's mission to provide each member the highest quality of services and exceed our consumer's expectations, the interview process provides an opportunity for member's to share their recovery experiences with MDHHS, as well as identify opportunities to improve their experience.

Did You Know?

- DWMHA has a Quality Assessment Performance Improvement Program (QAPIP)?
- The DWMHA Quality Unit is organized around four (4) core functions: Performance Improvement, Performance Measurement, Performance Monitoring and External Quality Review/Accreditation?

See the DWMHA Quality Improvement webpage at www.dwmha.com for more information.

There you can find the 2016-2018 QAPIP along with additional quality reports, such as DWMHA Performance Measures and Improving Wellness, Self-Management of SMI Consumers with Chronic Health Conditions.

Quality Improvement – Improving Health and Wellness

To support DWMHA's ongoing efforts to improve the overall health and wellness of its members, DWMHA has enlisted the web-based personal support tool, myStrength which provides valuable resources to strengthen mind, body, and spirit. Sign up instructions can be found on the DWMHA webpage, www.dwmha.com. Make your pledge to a healthier you and sign up today!

Have you had your Fall Risk Assessment?

Did you know?

- Snow and ice are not the only cause of falls?

There are many factors that increase your risk for falls, such as tripping hazards, poor lighting, our own medical conditions, even the medications you may take. Falls can lead to injuries, down time from recreational activities, and can be costly.

To address this risk, the DWMHA QI Unit has implemented a Falls Protection and Prevention Program. The first step is to have a Fall Risk Assessment. This can be completed easily and quickly in your own home. Ask your Supports Coordinator today!

Did You Know.... Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWMHA Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare. These include but are not limited to:

You Have the Right To:

- Be provided with information about enrollee rights, responsibilities, and protections.
- Be treated with respect and recognition of your dignity and right to privacy.
- Be provided with information on the structure and operation of the Detroit Wayne Mental Health Authority (DWMHA).
- Receive information about DWMHA, its services, its practitioners and providers and rights and responsibilities.
- Be provided freedom of choice among network providers.
- A candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage and to freely communicate with your providers and without restriction on any information regarding care.
- Receive information on available treatment options.
- To participate in decisions regarding health care, the refusal of treatment and preferences for future treatment decisions
- Be made aware of those services that are not covered and may involve cost sharing, if any.
- Request and receive an itemized statement for each covered service and support you received.
- Track the status of your claim in the claims process and obtain information over the telephone in one attempt or contact
- Receive information on how to obtain benefits from out-of-network providers.
- Receive information on advance directives.
- Receive benefits, services and instructional materials in a manner that may be easily understood.
- Receive information that describes the availability of supports and services and how to access them.
- Receive information you request and help in the language or format of your choice.
- Receive interpreter services free-of-charge for non-English languages as needed.
- Be provided with written materials in alternative formats and information on how to obtain them if you are visually and/or are hearing impaired or have limited reading proficiency.
- Receive information within a reasonable time after enrollment.
- Be provided with information on services that are not covered on moral /religious basis.
- Receive information on how to access 911, emergency, and post-stabilization services as needed.
- Receive information on how to obtain referrals for specialty care and other benefits that is not provided by the primary care provider.
- Receive information on how and where to access benefits that are not covered under Detroit Wayne Mental Health Authority (DWMHA) Medicaid contract but may be available under the state health plan, including transportation.
- Receive information on the grievance, appeal and fair hearing processes.
- Voice complaints and request appeals regarding care and services provided.
- Be provided with timely written notice of any significant State and provider network-related changes.
- Make recommendations regarding the DWMHA member rights and responsibilities.

Continued on page 7

Did You Know.... Enrollee Rights and Responsibilities

Continued from page 6

You Have a Responsibility To:

- Provide, to the best of your knowledge, accurate and complete information regarding your medical history, including: present and past illnesses, medications, hospitalizations, etc. to DWMHA and its practitioners and providers in order to provide care.
- Follow your treatment plan of care and instructions. The plan of care is to be agreed upon by you and your provider.
- Ask questions about your care. This will help you to understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.

Note: All DWMHA staff, the Access Center, Manager of Comprehensive Provider Networks (MCPNs), and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.



Did You Know....

Members have the right to track the status of their claims in the claims process and obtain the following information over the telephone in one attempt or contact. For additional information you may contact DWMHA's Customer Service Department at 313-833-3232 for further information.

The Quality Performance Improvement Plan

Please check out the DWMHA Quality Performance Improvement Plan 2016-2018 posted on the DWMHA website.

<http://www.dwmha.com/library/policies-and-procedures/quality-management/>

Notice of Privacy Practices

DWMHA understands the need to safeguard your privacy and we care about protecting your health information. We must protect and secure all health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment for your health care. We are only allowed to use and disclose protected health information in the manner described in the Notice of Privacy Practices. Your health information will not be disclosed without your written permission unless required or allowed by State and federal laws, rules and regulations. Without your consent, DWMHA will only disclose your PHI for the following purposes:

- Treatment
- Payment
- Healthcare Operations
- As Required by Law

DWMHA has administrative, physical, and technical safeguards in place to protect your PHI. You may find a summary of our Notice of Privacy Practices in your Member Handbook. This Notice is also posted on our website www.dwmha.com and we will provide you a paper copy of this Notice upon your request.

Fraud, Waste, and Abuse (FWA)

If you suspect, fraud, waste, or abuse within the DWMHA's behavioral healthcare system, you are encouraged to report it to DWMHA to be investigated. Your actions may help to improve the quality of healthcare system and decrease the cost for our members, business partners, and customers. To report suspected fraud, waste and abuse, you may do so by either calling DWMHA's Compliance Hotline 313-833-3502 or by E-mail: edoeh@dwmha.com.

In reporting fraud, waste and abuse, you do not have to give your name. However, the report shall be made in good faith or reasonable belief of a violation. All information received by the Compliance Officer will be treated as confidential, and investigations will be conducted by DWMHA pursuant to its Compliance Plan and Investigation Policy.

Utilization Management Decision

All MCPNs, Crisis Service Vendors and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent or spouse by affirming the following:

- Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage.
- DWMHA, Access Center, Crisis Service Vendors, and MCPNs do not reward practitioners or other individuals for issuing denials of coverage or service care.
- No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary.

Habilitation/Support Waiver Programs (WSW)

- Habilitation/Supports Waiver (HSW) is an intensive home and community based program.
- It provides active treatment and supports, designed to help people with intellectual and developmental disabilities to learn daily living skills.
- The HSW program is designed to help people with intellectual and developmental disabilities remain and actively participate in their community.
- Habilitative services include “Community Living Supports”, Out-of-Home non-vocational services (day programs), pre-vocational services and supported employment.
- Supports such as enhanced medical equipment, pharmacy services, Private Duty Nursing (PDN), respite care and other services are also available through the HSW if needed.
- The HSW helps people obtain the skills necessary to function with as much self-determination and independence as possible.
- You can help someone you think would qualify for HSW services by calling Detroit Wayne Mental Health Authority Customer Service (DWMHA) at 313-833-3232 or 1-888-490-9698.

Estimated Cost of Services

You have the right to know the Estimated Cost of Services (ECS) to DWMHA for the services identified in your IPOS. You should be receiving this information along with a copy of your IPOS within 15 business days of your IPOS Meeting. You also have the right to receive an Explanation of Benefits (EOB).

Your EOB will identify the following:

- Services provided over a specific period of time
- Who provided the services
- The total number of each service provided

Remember that the EOB is not a bill, it explains what was covered by your insurance.

If you are not receiving the above information, you may request it at any time. Also, you may contact DWMHA’s Customer Service Department at 1-888-490-9698 to assist you in this regard.

Mark Your Calendars!

Mark Your Calendars!!!

EVOLVE TRAINING SERIES

(ALL "consumers," members, peers, participants, advocates, family members, beneficiaries, customers, patients, etc. are invited)

Engaging Voices

Offering Love,

Laughter

Lessons

Validating Experiences

Meeting Dates:
January 31, 2018
May 30, 2018
August 29, 2018
October 31, 2018



2018 Constituents' Voice Meetings

Third Friday of each month @

10:00 am to 12:00 pm

DWMHA

707 W. Milwaukee St.

Detroit, MI 48202

Mark Your Calendars!!!

Mark Your Calendars!!!

Friday Intensives for Peers

**First Friday of each month
from 8:30am – 4:30pm
@ Northeast Guidance Center
2900 Conner St., Building A
Detroit, MI 48215**

MDHHS Deaf, Deaf Blind, and HOH Videos *now available....*

- MDHHS releases videos for individuals who are deaf, deaf blind, and hard of hearing to help navigate mental health services
- The videos are available online at: www.michigan.gov/deafmentalhealth and www.deafcan.org.
- These and other MDHHS videos can also be found at www.youtube.com/michiganhhs.

Look what's new at DWMHA.com

New "Member" Tab

DWMHA
About Us **Members** | Programs & Services | Operations | Provider Supports | Library | Contact Us

CALL OUR 24 HOUR HELP LINE
800.241.4949 or **CRISIS INFO**

DETROIT WAYNE MENTAL HEALTH AUTHORITY

Members

Text Size + -

- Personal Health Record
- Personal Support for Members
- Resource Information For Members

myStrength
The health club for your mind!
Check it out
Use access code: DWMHAc

Helpful Resources for Your Recovery

A place to organize your health records and prescription reminders by **WebMD**

What's New at DWMHA.com?

DWMHA.com has new tools to help you manage your health. Check out the new "Member" tab.

- There is a Personal Health Record powered by WebMD for you.
- You'll also find a link to myStrength: "the health club for your mind."
- Coming soon-there will be links to pharmacies to keep track of your medications and refills.
- Finally, there are a variety of informational resources to assist you in managing your personal health needs.

Support for Your Journey - Friends can make all the difference

myStrength™ has tips for deciding who is likely to be helpful on your journey towards happiness. “Three key features are essential to building a network of caring friends. A supportive friend should be:

1. A good listener.
2. Someone who accepts all emotions we might feel.
3. Someone who is not judgmental.

You can find supportive people in many places. He/she could be a relative. Or someone from your spiritual community. Or a coworker.”

Also check out members at the Clubhouses, drop-in centers or 12 Step Meetings (<http://bit.ly/2qHO9Zu>).

The point is - you don't have to go it alone. Learn more about how to build your support network watching this video: mystrength.com/r/friends

Find a Helpful Friend

Let's face it, sometimes we need help to move forward. Who will be helpful to you as you try to make progress? In this activity, we'll learn what to look for.

Begin Activity

Skip Activity



Not signed up for the *free* myStrength app; go to <http://bit.ly/2qNUNga>

Dear Stress, Let's Break Up...

Detroit Wayne Mental Health Authority has support for this break-up. We are excited to introduce myStrength.com to promote stress reduction and positive mental wellness.

myStrength™ is an innovative online and mobile app, offering resources to strengthen the whole person—mind, body and spirit. Its simple tools, trusted resources, daily motivational tips, and personalized eLearning programs will help you learn and practice new ways of managing stress, depression, anxiety, pain or reducing substance use.

The free app is available at www.myStrength.com. Members use the access code: DWMHAc. myStrength is best used in combination with traditional mental health services from your provider.

DWMHA Customer Service Department
Keeping you up-to-date since 2007

WHAT'S COMING UP!

January 2018

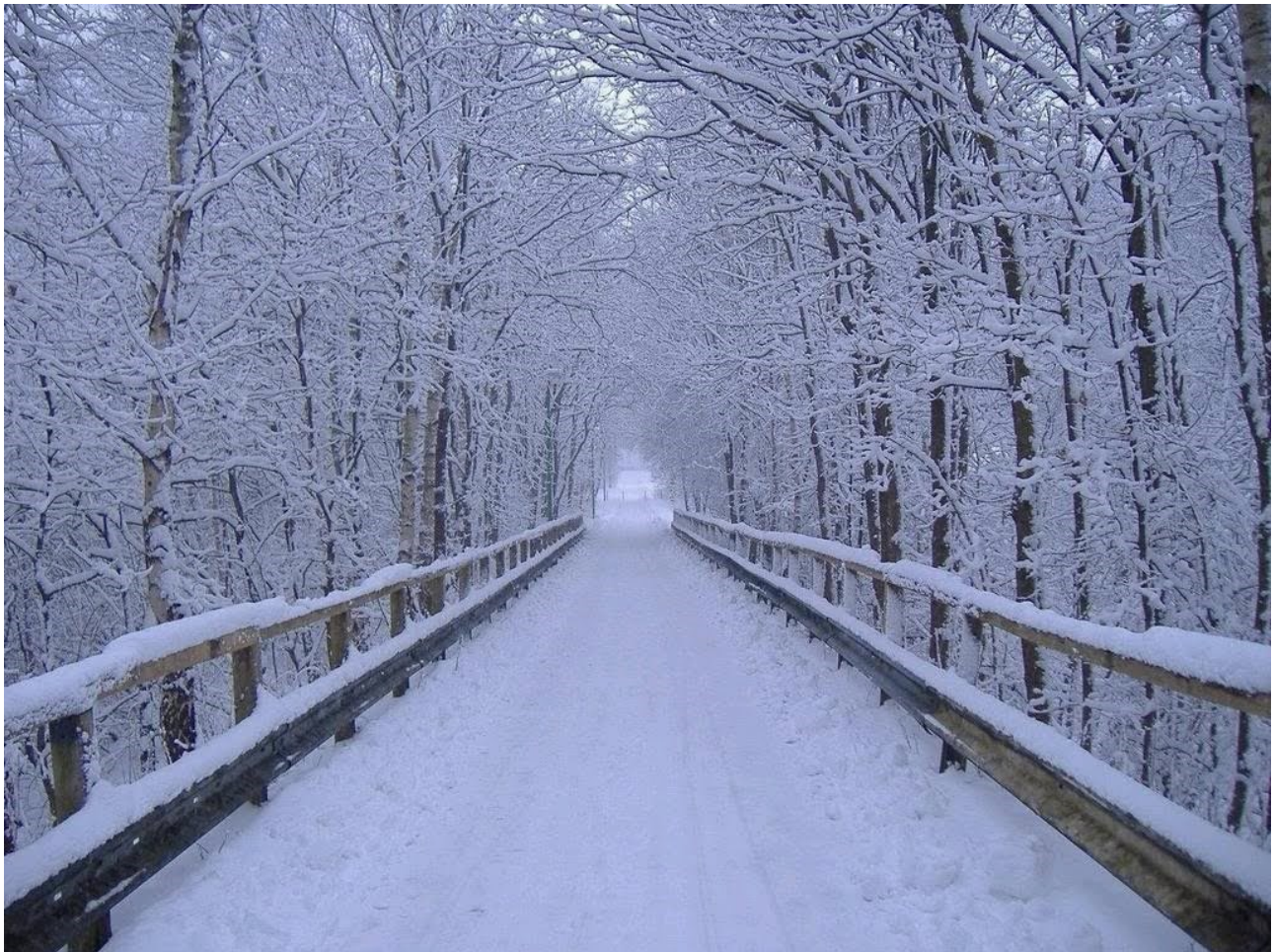
January is “Human Trafficking Awareness Month”

“Bringing attention to forced human slavery, in the U.S. and around the world. Last year there were 136 cases of human trafficking reported in Michigan alone”

- January 19 **Constituents Voice Meeting**, members and guests welcome to meet and make recommendations for programs and improvements in the Detroit-Wayne mental health system. 10am-12 noon. At the Authority, 707 W. Milwaukee Street, Detroit 48202
- January 22 **Hearing Voices Network**, a time and place to talk about hearing voices, without fear or judgment. Mutual support, friendship and exploring your experiences. Every Wednesday, 12:30pm. Our Place Drop-In, 12285 Dixie St., Redford 48239; www.hearingvoicesusa.org
- January 28 **Kids-TALK Children Advocacy Center Lunch & Learn**, informal brown bag luncheon with light refreshments, guest speaker: “Connecting to Legal Aid,” CAC Carriage House, 40 E. Ferry Street, east of Woodward, Detroit 48202;. RSVP: Karen Caudill kcaudill@guidance-center.org
- January 30 **ACC Network Clubhouse “The Wise Decision Wellness Program,”** come exercise, get healthy, get fit! All DWMHA adult members who can build “The Wise Decision” into their IPOS are welcome. Increase energy, build strength, and learn about nutrition. Tuesdays, 1pm -2pm. ACC, 62 W. 7 Mile Rd., Detroit 48203. Approval from case worker required
- January 31 **EVOLVE Meeting, “Working & Volunteering,”** an opportunity for peers to get together, network and learn about new innovations and upcoming mental health events. Light lunch provided. Free. 11am-1:30pm; Development Center, 19740 Burt Road, Detroit 48219. Questions, email mmitchell@dwmha.com
- February 2 **DBSA (Depression & Bipolar Alliance)** meeting the first and third Friday of each month to discuss issues and steps toward Recovery, 6pm-7:30pm; Our Place Drop-In Center, 12285 Dixie Street, Redford 48239; call 313 543-3393 for information
- February 5 **NAMI Eastside Support Group**, an informal meeting to network and discuss mental health issues and supports, and innovative steps toward recovery. Each month, the 1st & 3rd Mondays, 7pm. Henry Ford Cottage Hospital, 159 Kercheval Grosse Pointe Farms; contact Barb 313 886-8004

- February 5 **Puzzle Parents Program**, a parent-driven support group for practical solutions for families with children on the autism spectrum. 1st & 3rd Monday of each month; 6pm-8pm. Free. St. Stephen's Church, 2803 1st Street, Wyandotte, 48192. Info: Mimi's Mission 844 439-6464
- February 10 **NAMI Metro Support Group**, every 2nd Saturday of each month. 12:30pm-3pm; Sacred Heart Activities Building, 3451 Rivard Detroit 48207 (Eastern Market area, I-75 & Mack). Call Zoe Williams 313 784-9391
- February 15 **Human Trafficking Awareness & What to Do**, understanding the crime and human trafficking and how to provide assistance to victims. 8:30am-4:30pm. Free including lunch but registration mandatory. 2100 Pontiac Lake Road, Waterford Twnshp 48328. Also available March 22. Register: oaklandchn.org, then select the training link.
- February 16 **Persons Points of View Newsletter Meeting**, member-run newsletter that focuses on current events and health issues that affect our mental health community. All writers and interested guests welcome! 2pm-3pm. At the Authority, 707 W. Milwaukee, Detroit 48208. Call Mike Shaw, 313 344-9099 extension 3039
- February 20 **Youth MOVE Detroit Advisory Council**, for ages 14-25. Help make suggestions and decisions that impact services provided youth in Detroit and Wayne County. Training opportunities; Free. Today and every 3rd Tuesday; 5pm-6:30pm; Children's Center, 79 West Alexandrine, Detroit 48201
- February 28 **Pastries With a Purpose**, casual continental breakfast meeting to learn about New Center's behavioral health services. Free but registration required. New Center Community Services, 2051 West Grand Blvd, Detroit 48208. Contact: Jennifer 313 961-3047
- March 1 & 2 **2 Day WRAP Training (Wellness Recovery Action Plan)**, learn how to develop your own recovery plan and help others. For people receiving mental health services. \$50. Including training materials, snacks, lunch. Resource & Crisis Center, 1200 Telegraph Rd. #32E, Pontiac, 48341. To register: www.oaklandchn.org then click on 'training.'
- March 5-9 **5-Day Wellness Recovery Action Plan**, become a Copeland Certified WRAP facilitator. \$125., including training materials, lodging, and meals. For Certified Peer Specialists and Certified Peer Recovery Coaches. Must have already completed the 2-day WRAP workshop. Ralph A. McMullen Conference Center, 104 Conservation Drive, Roscommon 48653. Call Rebecca for details 517 335-2279
- March 5-6 **Emotional CPR Training**, help transform anger into passion and strength; \$75., including training materials, lodging and meals. For Certified Peer Specialists and Certified Peer Recovery Coaches. Ralph A. McMullen Conference Center, 104 Conservation Drive, Roscommon 48653. Call Rebecca for details 517 335-2279 Registration through February 19th.

- March 7-8 **Recovery Story Archeology**, learn how to listen for people's goals, barriers and self-talk to make a connection and provide hope; \$75., including training materials, lodging and meals. For Certified Peer Specialists and Certified Recovery Coaches. Ralph A. McMullen Conference Center, 104 Conservation Drive, Roscommon 48653. Call Rebecca for details 517 335-2279. Registration through February 19th.
- April 9-13 **Peer Support Certification Training**, for peers who are employed and would like to become certified peer specialists. Must be approved for training by your employer. Sacred Heart Major Seminary, 2107 Chicago, Detroit 48208. For questions and applications contact: skuhlman@dwmha.com
- May 2 **Walk a Mile In My Shoes Rally**, the annual celebration to bring awareness to mental health services, as a part of whole health, and the need for increased funding to meet those needs. Lansing Capitol Building.
- May 22-24 **Annual Peer Conference: "Connections Matter,"** educational experiences for peers and Peer Specialists in understanding mental health and improving the quality of life! Lansing Center, 333 E. Michigan Avenue, Lansing, 48933. Open to anyone interested in mental health. Details coming soon.



Poetry Corner

Persons Points of View

The Prophet Within Me

By Daniel Duane Spyker

The prophet within me
Is a gift and a burden.
The constant "roaring forth from Zion"*
Wears down the battery of my endurance
To levels dangerously low.
Weariness creeps over me
Like storm clouds in autumn
Breaking up summer hope,
Whispering of winter.

Then, why do it?
Why wander about telling stories that are
true
But scarcely believed?

Keeping my mouth shut
Would be comfortable
If I were called to "comfort."
But I am not!
I am called instead
To be uncomfortable:
Uncomfortable with hurt,
My neighbor's hurt,
Uncomfortable with injustice

Toward my neighbor.
So I shout, sing, wander about,
Telling stories
In and out of context,
Often seen as the fool,
And at times, a wise man.
And that, my friends, keeps me going!

*a phrase from the Book of Amos



Editor

If you have any questions, comments, or wish to contact Michael Shaw, the editor, send an e-mail to mshaw1@dwmha.com or phone Michael Shaw at (313) 344-9099 Ext 3039

Community Stakeholder Participation Requested

The Detroit Wayne Mental Health Authority supports stakeholder advocates involvement in the design, delivery and evaluation of the mental health system. Stakeholders (e.g., consumers/ participants, providers, advocates, etc.) involvement through a variety of activities are held, sponsored or organized in collaboration with the Authority through a variety of committees and groups. Many of these activities are created, implemented and monitored as the result of committee involvement. In an effort to encourage and en-

sure consumer and other stakeholder participation in all areas of the system, the Authority has centralized its process for recruiting new members to the Authority's various committees.

If you are interested in learning more about DWMHA committees and how you may be considered for participation, etc., please contact the Customer Service Department by calling 1-(888) 490-9698.

www.dwmha.com

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Information and Referral
24-hour Crisis Line
313-224-7000 (Local Calls)
1-800-241-4949 (Toll Free)
TTY Line: 1-866-870-2599
(Hearing Impaired)
Customer Service
For
Consumer Affairs
Community Outreach
Grievances and Appeals
Family Subsidy
313-833-3232
1-888-490-9698
TTY Line: 800-630-1044
Office of Recipient Rights
1-888-339-5595
TTY Line: 1-888-339-5588
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